

Approved
MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

December 10, 2007

Present: Beaufort Bailey, Carl Britton-Watkins, Wilda Brown, Terry Burgess, Marianne Clayter, Zack Commander, Bill Cook, Kathy Crocker, Carol DeBerry, Judy Dempsey, Libby Jones, Carl Noyes, Tisha O’Neal-Gamboa, David Taylor Jr. and Cynthia Vester.

Absent: Ron Kendrick, Dorothy O’Neal, Marian Spencer, Andrea Stevens, Amelia Thorpe.

LME Staff Present: Chris Phillips, Ann Remington, Cathy Kocian, Janie Shivar, Glenda Stokes, and Novella Vaughan-Applewhite.

Guests: Carolyn Anthony, Kent Goddard, Myrna Miller and Karen Salacki.

| Presenter & Topic | Discussion | Action |
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| Welcome Carl Britton-Watkins, SCFAC Chair | <ul style="list-style-type: none">• Carl welcomed SCFAC members and guests to Pinehurst for today’s meeting.• Tisha Gamboa-O’Neal thanked the North Carolina Council of Community Programs for their generous offer to provide the SCFAC members with meeting space at Pinehurst. In addition, she thanked Eli Lilley for sponsoring lunch for the members. | The agenda was approved with changes. The November 2007 minutes were approved without Leza Wainwright’s section. |
| Public Comments/Issues | <ul style="list-style-type: none">• Judy Dempsey gave an overview of events that occurred at the CIT Statewide Conference and NAMI’s Fall Institute on November 26-27, 2007, at the McKimmon Conference and Training Center, Raleigh, NC. Judy suggested that SCFAC members encourage uniform CIT in all counties. In addition, there was brief discussion on what is the best way to train officers so that people incarcerated receive appropriate treatment.• Kent Goddard provided input regarding the need for more Assertive Community Treatment Teams (ACTT) in the local areas. Mr. Goddard suggested that these teams will be of service to people coming out of jails and will require more Peer Bridger Specialists. | |
| LME Customer Service Offices/functions Janie Shivar and Glenda Stokes | Janie Shivar and Glenda Stokes provided SCFAC members with a presentation on LME Customer Service Offices/functions. The following handouts were distributed to members: <ul style="list-style-type: none">• The Process of Handling a Consumer Complaint,• Communication Bulletin #038 <i>Policy for Consumer Complaints to an Area/County Program</i>,• Communication Bulletin #063 <i>Non-Medicaid Appeal Process</i>,• Proposed Rules, and• Customer Service and Consumer Rights Local Office Contacts. | |

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| | <ul style="list-style-type: none"> • SCFAC members received information and training on the complaint process that occurs within the Advocacy and Customer Service Section (ACS). At the local level, it is the responsibility of the LME to monitor providers and services. However, anyone may file a complaint with the Division at any time if they believe they are not getting appropriate resolution at the local level. If a Complainant can not get resolution at the local LME, the Client Rights Team works with the LME team members to get the issues resolved. • SCFAC members reviewed the proposed rules that are open for public comment and may be viewed at www.oah.state.nc.us/rules/register/ and click on Volume 22, Issue #10. Rules pending approval will go into effect August 1, 2008. | <p>Comments may be submitted to: W. Denise Baker, 3018 Mail Service Center, Raleigh, NC 27699-3018, phone (919) 715- 2780, fax (919) 733-1221, email denise.w.baker@ncmail.net</p> |
| Critical Issues Sub-Committee Wilda Brown, Zack Commander, and Bill Cook | <ul style="list-style-type: none"> • Wilda Brown opened discussion regarding a concern presented to SCFAC members by Marsha V. Hammond, Ph.D, Clinical Licensed Psychologist. Dr. Hammond is concerned that she is required to take 20 hours of Community Support Service (CSS) training when she doesn't provide CSS services. | |
| Concerns and Complaints Sub-Committee | <ul style="list-style-type: none"> • SCFAC members discussed the SCFAC Charter that was approved at the July 12, 2007 meeting. The Concerns and Complaint Sub-committee has a process in place that requires all issues brought before SCFAC to be reviewed by the sub-committee members. | <p>Carl Britton-Watkins will send Dr. Hammond a response referencing SCFAC's decision to take the issue under advisement.</p> |
| Regional Coordination Carl Britton-Watkins | <ul style="list-style-type: none"> • Chris Phillips advised SCFAC members that the Concern and Complaint sub-committee does not have Regional Coordinators according to the approved Charter on July 12, 2007. | <p>SCFAC members approved a motion to eliminate the Regional Coordinators position until needed.</p> |
| External Advisory Team & Staff Qualifications Workgroup Judy Dempsey | <ul style="list-style-type: none"> • Judy Dempsey updated SCFAC members on the recent External Advisory Committee meeting. There was discussion on the recent activity surrounding Community Support Services. There is a forty-five day public comment period at this time for the proposed new rules that would require that twenty-five percent of the services be provided by Qualified Professionals (QPs). • In addition, Judy reviewed information discussed at the recent Staff Qualifications Workgroup Meeting in Raleigh. The workgroup has made suggestions for revision of the core rules for Staff Qualifications that include the following areas: <ul style="list-style-type: none"> • Establish a Licensed Clinician (LC) designation, | <p>Judy Dempsey will seek clarification regarding <i>how paraprofessionals will deliver any service with clinical outcomes.</i></p> |

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| | <ul style="list-style-type: none"> • Modify requirements for QP's, APs and PPs, • Establish clear expectations for required clinical supervision and its documentation, • Require providers to have training policies and procedures, and • Curriculum Development. | |
| Guardianship Sub-committee Wilda Brown and Carol DeBerry | <ul style="list-style-type: none"> • Wilda Brown provided SCFAC members with a Guardianship Study Update and requested SCFAC support to continue the survey. The survey will also be distributed to the NC Guardianship Association. • Karen Salacki, Area Director, The Beacon Center, provided SCFAC members with feedback pertaining to the original guardianship issue: <i>A CFAC member raised the question regarding a residential provider who moved a child without notifying the guardian.</i> Two concerns arose from this action: <ol style="list-style-type: none"> 1. Client choice, and 2. The decision to move someone did not involve the treatment team. • Ms. Salacki suggested the use of speaker phones and video technology to resolve these issues and also posed the question, "What constitutes movement". | SCFAC members approved the motion to continue the Guardianship Survey with expanded distribution. |
| Next Meeting Date | The next meeting is scheduled for January 10, 2008 from 9:30 A.M.– 3:00 P.M. The meeting will be held in the Four Sisters Room at the Clarion Hotel State Capital, 320 Hillsborough Street, Raleigh, NC. | |
| January 2008 Meeting Agenda | Approval of the Agenda. Approval of the December 2007 minutes. Discussion with Division Leadership. Public Comment & Issues Session. External Advisory Team and Staff Qualifications Workgroup Update. Guardianship Sub-Committee Report. Concerns and Complaints Sub-Committee NC Council of Developmental Disabilities & NC APSE Fall Retreat Representative Lucy Allen | |
| Future Discussion | Bob Kurtz, presentation on the Crisis Intervention Team (CIT) programs. Budget presentation from Kent Woodson, DMH/DD/SAS. | |